CHAPTER 9

RETAIL OPERATION MANAGEMENT (ROM) SYSTEM

At the time this chapter was written, the Retail Operation Management (ROM) system had not yet been totally implemented and tested in the Navy resale system and ship's stores afloat. By the time this rate training manual is published, the only phase that will most likely be completed by most fleet ships is the assignment of a six-digit class number, followed by a four-digit sequence number to all items of ship's store stock. These numbers are assigned to both contract and SSAC items (an example is circled below).

At present, the system is being worked on and tested. As soon as it is completely implemented and satisfactorily functioning, study guides and operating manuals will be available. It is important for you, as a future manager and supervisor in the Navy resale system, to realize that much of the information you have already read in this rate training manual will be changed to some degree. You can at least expect the resale procedures will be different. As a result of the eventual implementation of the ROM system, clerical tasks will be performed faster and with greater accuracy. This benefit will allow you more time to manage your on-the-spot operations. Also, the system will help you to increase the efficiency of your operations by providing you with the means to see what is going on within your operation at any given time.
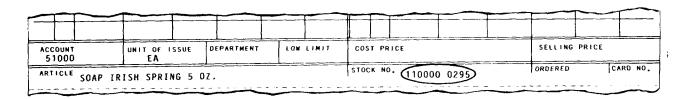
OBJECTIVES AND PURPOSES

The ROM system is structured to provide tangible benefits to people, such as the ship's store officer, supply officer, assist teams, and senior Ship's Servicemen. All of these people will be end users of the system. Some of the most visible and important benefits to the senior Ship's Serviceman will be in the areas of inventory control, logistics, and financial management. As with any new system, tests and evaluations before and after implementation aboard fleet ships will be necessary for a period of time until the "bugs" are worked out. With the ROM system, the functional managers under the Naval Supply Systems Command (NAVSUPSYSCOM) will be responsible for testing and certifying the implementation of the functional systems under NAVSUP's control. This testing and certification process serves two purposes: (1) to verify that the system has been fully implemented and (2) to make certain that the services being provided to resale managers and supervisors in the fleet are useful, acceptable, and beneficial.

The ROM system is not intended to replace any current resale equipment or systems. However, certain equipment items, such as typewriters, may be reduced as the ROM system begins to take hold. The following retail documents are examples of some of the documentation ROM will be handling:

1. Journal of Receipts, NAVSUP 977
2. Journal of Expenditures, NAVSUP 978
3. Financial Control Record, NAVSUP 235
4. Stock Record, NAVSUP 464
5. Vending Machine Control, NAVSUP 236
6. Ship's Store Balance Sheet and Profit and Loss Statement, NAVCOMPT 153

ACCOUNT 51000	UNIT OF ISSUE EA	DEPARTMENT	LOW LIMIT	COST PRICE		SELLING PRICE	
ARTICLE SOAP IRISH SPRING 5 OZ.				STOCK NO. 110000 0295		ORDERED	CARD NO.

Information that is pertinent to the implementation of the ROM system will be based on data contained in some of the following references:

1. *Ship's Store Afloat Manual,* NAVSUP P-487
2. *Afloat Supply Procedures,* NAVSUP P-485
3. *Department of the Navy Automated Data Systems Documentation Standards,* SEC-NAVINST 5233.1B
4. *Navy Management System Support Office* (NAVMASSO) *Terminal Users Guide,* No. 26, and other NAVMASSO standards and SNAP standards.

As a senior Ship's Serviceman, you must also be prepared to learn new languages with the new ROM system. Work-related terms and knowledge of their meaning are a must in the Ship's Serviceman rating. Because the new terms will relate to the computer, we will not likely have additions to some of our old terminology. With the caliber of the Ship's Servicemen in the rating today, the learning of new terminology will be quickly accomplished.

PERSONNEL WHO WILL BE INVOLVED IN ROM

ROM will require functional users (Ship's Serviceman operators) at the organizational level. ROM is being developed with the intent of having no impact on the manning of watch stations at various conditions of readiness. Also, ROM is not expected to alter current military duties of any kind for the military personnel concerned. ROM operators, or terminal users, need not be computer experts as such, but will probably be viewed as "customers" of one of the services the SNAP system provides. The minimum knowledge and skills needed by basic operators are simply those required for the operators to gain access to the system, query the system for desired outputs, enter data to complete transactions as they occur, and terminate access.

Since the ROM-related functions, procedures, and data are rate related for the most part, the use of terminals is not expected to constitute a major training problem. However, for the sake of accountability, security restrictions will be placed on the system. At present there are two types of security associated with the ROM system: (1) physical and (2) application. Physical security is no more than keeping the computer in an area accessible only to the personnel with a need to use the system. The ROM system is dedicated to management of the Ship's Serviceman records and should not be used by other rates. Space should be secured by lock and key. Application security is based on the issuance of passwords and user IDs for access to the system. You will only be able to make entries into the part of the system you have been authorized to use based on your password and user ID. The basic organizational structure for the ROM system includes the following positions:

● Functional area supervisor (FAS)—An officer or senior petty officer designated to direct and coordinate ROM operations. The functional area supervisor will be the principal advisor to the command within the functional area of application.

● Users—Users are subdivided into two categories and billets are designated, depending upon the depth of knowledge required to support the function of the ship. The quantity, rate, and rating of the users will vary from ship class to ship class. The two types of users are defined as follows:

1. Journeyman users—Designated E-4s and above having the requirement to perform limited data and report generation with a functional area data base
2. Basic users—Designated E-1s and above having the requirement to perform limited data entry and report generation associated with a functional area data base

The number of journeymen and basic users will vary from ship class to ship class.

We are all aware of the manning problems we have on ships, so be prepared to step up or down a level to perform wherever you are needed. The ROM system will allow the Ship's Serviceman rating to go forward in our constant efforts to contribute the most to our shipmates.

The information in this chapter has some of the basic advances the ROM system will offer and the effects they will have to the present system. As soon as the system is on line, needed information and procedures will be made available to all concerned.